

NOTICE OF RESIDENTIAL CUSTOMER

Rights & Responsibilities

Customer's Rights

1. The customer has the right to apply to Shakopee Public Utilities for "inability to pay" status and to have their service continued during the processing of that application. Qualifications for "inability to pay" include:
 - a. Total household income is less than 50% of the state median income.
 - b. A residential customer is already receiving a form of public assistance.
2. The customer has the right to appeal a notice of involuntary disconnection. Shakopee Public Utilities will establish an appeal procedure. Shakopee Public Utilities will not disconnect the customer until the appeal is resolved.
3. The customer has the right to request third party notification if they cannot keep their agreement.
4. The customer has the right to receive budget counseling from the local energy assistance provider or other financial counseling organization.
5. Shakopee Public Utilities offers customers a Even Billing payment plan for customers who want to participate on a time payment plan and are current on their bill..

Customer's Responsibilities

Prompt payment for the services provided by Shakopee Public Utilities under the terms and conditions under which service has been accepted. If a customer is unable to meet these terms, Shakopee Public Utilities must be contacted well in advance of the disconnection date so that payment arrangements can be made.

The customer also has the responsibility to provide inability to pay, and must complete the "inability to pay" form and return it to Shakopee Public Utilities or prove receipt of public assistance.

Local Energy Assistance Providers

If a customer is in need of energy assistance, Shakopee Public Utilities recommends the customer contact one of the following energy assistance providers active in the Shakopee area:

CAP Agency
712 Canterbury Road South
Shakopee, MN 55379
(952) 496-2125

Salvation Army
(800) 842-7279

United Way 2-1-1

If you need additional assistance, please contact Customer Service at (952) 445-1988.

Cold Weather Rule.

Application for Winter Disconnect Protection.

Read this notice of customer rights and possible assistance before completing the form.

IF YOU CANNOT PAY YOUR BILL AND NEED TO MAKE SPECIAL ARRANGEMENTS TO SPREAD YOUR PAYMENTS, call Shakopee Public Utilities.

Cold Weather Rule

Notice of Residential Customer Rights & Responsibilities



SHAKOPEE PUBLIC UTILITIES
"Lighting the Way - Yesterday, Today and Beyond"

255 Sarazin Street
Post Office Box 470
Shakopee, Minnesota 55379-0470



SHAKOPEE PUBLIC UTILITIES
"Lighting the Way - Yesterday, Today and Beyond"

www.shakopeeutilities.com

952-445-1988

Inability to Pay Declaration Form

IF YOU CAN'T PAY YOUR BILLS AND NEED COLD WEATHER PROTECTION FROM UTILITY SHUTOFF, FILL OUT THIS FORM AND RETURN IT TO YOUR UTILITY IMMEDIATELY. Minnesota Public Utilities Commission Cold Weather Rule provides that from October 15 through April 15, a utility cannot disconnect a residential utility customer for nonpayment if you enter into, **and keep current with**, a mutually agreed upon payment arrangement with the utility

Name _____ Home Phone _____

Service Address _____ Work Phone _____

City _____ State _____ Zip Code _____

Account Number From Your Bill _____ Location # _____

Total amount owed: \$ _____ Persons in Household _____ Total Yearly Household Income \$ _____
(including you)

Source of Income (check all appropriate sources):

Employment AFDC/GA GA Medical Care/Medical Assistance; I do not pay any of my own medical expenses.

Please check if any of the following exists in your home: Medical emergency Disabled person in residence

Payment Arrangements (inability to pay) I propose to pay my outstanding future bills according to the following schedule of payments:

\$ _____ by _____ (date) \$ _____ by _____ (date)

\$ _____ by _____ (date) \$ _____ by _____ (date)

\$ _____ by _____ (date) \$ _____ by _____ (date)

If you are "Third Party" for the customer whose service is affected by this notice and are submitting this for that customer, please sign:

Third Party Signature _____ Date _____ Phone Number _____

By signing this form, I hereby acknowledge that I have received, read, and understand the above Residential Customer's Rights and possible assistance. I declare that the above information is true and correct. I give my permission to any energy provider or public assistance agency that serves me to exchange income and billing information with other energy providers and the Public Utilities Commission for the purpose of program qualifications.

Customer Signature _____ Date _____

In accordance with the Minnesota Public Utilities Commission Cold Weather Rule (216B.097) as amended by Minnesota Laws 2001, Chapter 212, Article 4, Section 2. To be eligible for Cold Weather Rule protection, a customer's account need to be current as of October 15. The Cold Weather Rule is effective from October 15 to April 15.

The purpose of the notice is to inform you of your rights and responsibilities under the Cold Weather Rule. These rights and responsibilities are designed to help you with your winter bills.

Cold Weather Shut-Off Third Party Notification Form

If you have been served a notice of proposed disconnection by Shakopee Public Utilities, you may want to alert a third party (friend, relative, church group, or community agency) that a disconnection notice has been issued to you. The third party will not be responsible to pay your bill. The third party does have the right to contact Shakopee Public Utilities and provide information or work out a payment arrangement.

If you want a third party to be notified of the potential disconnection, please complete this form and return it to Shakopee Public Utilities.

Customer Name _____

Account Number _____

Service Address _____

Home Phone _____

Work Phone _____

Shakopee Public Utilities has my permission to provide information to and accept information from the party named below:

Customer Signature _____ Date _____

Name of Third Party _____

Third Party Address _____

City _____ State _____ Zip _____

Third Party Home Phone _____

Third Party Work Phone _____

Third Party Signature _____ Date _____

This request will not be accepted without the third party's signature. The customer making the request understands that Shakopee Public Utilities assumes no liability for failure of third party to act upon notification.